EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L1	4803	interactive with voice with respon$4	US-PGPUB; USPAT	OR	ON	2006/03/13 10:48
L2	503	1 and time$out	US-PGPUB; USPAT	OR	ON	2006/03/13 10:48
L3	3	2 and (recogniz$4 with request with help)	US-PGPUB; USPAT	OR	ON	2006/03/13 10:49
L4	795	(715/700).CCLS.	US-PGPUB; USPAT	OR	OFF	2006/03/13 10:52
L5	236	(715/705).CCLS.	US-PGPUB; USPAT	OR	OFF	2006/03/13 10:53
L6	571	(715/716).CCLS.	US-PGPUB; USPAT	OR	OFF	2006/03/13 10:53
S1	1106	(715/500).CCLS.	US-PGPUB; USPAT	OR	OFF	2006/03/13 10:52
S2	7	(("4964077") or ("5124942") or ("5287448") or ("5485544") or ("5513308") or ("5737726") or ("6314449")).PN.	US-PGPUB; USPAT	OR	OFF	2006/03/12 10:11
S3	1	("20050081152").PN.	US-PGPUB; USPAT	OR	OFF	2006/03/12 10:11
S4	1	S3 and ivr	US-PGPUB; USPAT	OR	ON	2006/03/12 10:21
S5	7	S2 and help	US-PGPUB; USPAT	OR	ON	2006/03/12 10:21
S6	2	S5 and (audio or play$4)	US-PGPUB; USPAT	OR	ON	2006/03/12 10:23
S7	2	S6 and time	US-PGPUB; USPAT	OR	ON	2006/03/12 10:24
S8	1	S6 and threshold	US-PGPUB; USPAT	OR	ON	2006/03/12 10:24
S9	4965	request$4 with help	US-PGPUB; USPAT	OR	ON	2006/03/12 10:24
S10	949	S9 and ((audio or voice) with (help or response))	US-PGPUB; USPAT	OR	ON	2006/03/12 10:25
S11	935	S10 and (time or threshold)	US-PGPUB; USPAT	OR	ON	2006/03/12 10:25
S12	463	S10 and ((time or threshold) with (action or play$4 or respond$4))	US-PGPUB; USPAT	OR	ON	2006/03/12 10:25
S13	285	S12 and (default)	US-PGPUB; USPAT	OR	ON	2006/03/12 10:26
S14	120	S13 and (user with request$4 with help)	US-PGPUB; USPAT	OR	ON	2006/03/12 10:27

EAST Search History

S15	68	S12 and (default with (help or request))	US-PGPUB; USPAT	OR	ON	2006/03/12 10:27
S16	31	S15 and (user with request$4 with help)	US-PGPUB; USPAT	OR	ON	2006/03/12 11:34
S17	12023	interactive with (audio or voice)	US-PGPUB; USPAT	OR	ON	2006/03/12 11:35
S18	474	S17 and (request$4 with help)	US-PGPUB; USPAT	OR	ON	2006/03/12 11:35
S19	21	S18 and (default with help)	US-PGPUB; USPAT	OR	ON	2006/03/12 11:35
S20	20	S19 and (user with help)	US-PGPUB; USPAT	OR	ON	2006/03/12 11:35
S21	12	S20 and (respon$4 with time)	US-PGPUB; USPAT	OR	ON	2006/03/12 11:35
S22	1	S20 and (respon$4 with time with set$4)	US-PGPUB; USPAT	OR	ON	2006/03/12 11:36
S23	11	S21 not S22	US-PGPUB; USPAT	OR	ON	2006/03/12 13:02
S24	1	("20020010715").PN.	US-PGPUB; USPAT	OR	OFF	2006/03/12 13:02
S27	1	S24 and timeout	US-PGPUB; USPAT	OR	ON	2006/03/12 13:06
S28	15	set$4 with time$out with less with default	US-PGPUB; USPAT	OR	ON	2006/03/12 13:16
S29	4	S17 and (set$4 with time$out with (less or low$4))	US-PGPUB; USPAT	OR	ON	2006/03/12 13:18
S31	6	(help with time$out with (less or low$4))	US-PGPUB; USPAT	OR	ON	2006/03/12 13:19
S32	49	(respon$4 with set$4 with time$out with (less or low$4))	US-PGPUB; USPAT	OR	ON	2006/03/12 13:19
S36	5	respon$4 with (set$4 near3 time$out near3 (less or low$4))	US-PGPUB; USPAT	OR	ON	2006/03/12 13:24
S38	77	set$4 near3 respon$4 near2 time near3 (less or low$4)	US-PGPUB; USPAT	OR	ON	2006/03/12 13:24
S40	68	set$4 near3 (respon$4 adj2 time) near3 (less or low$4)	US-PGPUB; USPAT	OR	ON	2006/03/12 13:30
S44	4	set$4 near3 (respon$4 adj2 time) near3 default	US-PGPUB; USPAT	OR	ON	2006/03/12 13:28
S46	2	S44 and ((respon$4 adj2 time) near3 (less or low$4))	US-PGPUB; USPAT	OR	ON	2006/03/12 13:28
S47	45	set$4 near2 value near2 (low$4 or less) near2 default	US-PGPUB; USPAT	OR	ON	2006/03/12 13:31
S48	27	(set$4 adj2 value) near2 (low$4 or less) near2 default	US-PGPUB; USPAT	OR	ON	2006/03/12 13:35

EAST Search History

S49	1	("6725378").PN.	US-PGPUB; USPAT	OR	OFF	2006/03/12 13:35
S53	2	(("20020010715") or ("6725378")). PN.	US-PGPUB; USPAT	OR	OFF	2006/03/12 13:44
S54	2	S53 and ("3" or three)	US-PGPUB; USPAT	OR	ON	2006/03/12 13:44
S55	2	S53 and ("6" or six)	US-PGPUB; USPAT	OR	ON	2006/03/12 13:44
S56	2	S54 and S55	US-PGPUB; USPAT	OR	ON	2006/03/12 13:44
S57	2	S53 and second	US-PGPUB; USPAT	OR	ON	2006/03/12 13:59
S58	1	S53 and (request$4 with help)	US-PGPUB; USPAT	OR	ON	2006/03/13 10:47

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1 Suede: a Wizard of Oz prototyping tool for speech user interfaces

Scott R. Klemmer, Anoop K. Sinha, Jack Chen, James A. Landay, Nadeem Aboobaker, Annie Wang

November 2000 **Proceedings of the 13th annual ACM symposium on User interface software and technology**

Publisher: ACM Press

Full text available: pdf(592.26 KB) Additional Information: full citation, references, citings, index terms

Keywords: Wizard of Oz, design, design tools, informal user interfaces, low-fidelity, prototyping, speech user interfaces

2 ISIS: an adaptive, trilingual conversational system with interleaving interaction and delegation dialogs

Helen Meng, P. C. Ching, Shuk Fong Chan, Yee Fong Wong, Cheong Chat Chan

September 2004 **ACM Transactions on Computer-Human Interaction (TOCHI)**, Volume 11 Issue 3

Publisher: ACM Press

Full text available: pdf(3.71 MB) Additional Information: full citation, abstract, references, index terms

ISIS (Intelligent Speech for Information Systems) is a trilingual spoken dialog system (SDS) for the stocks domain. It handles two dialects of Chinese (Cantonese and Putonghua) as well as English---the predominant languages in our region. The system supports spoken language queries regarding stock market information and simulated personal portfolios. The conversational interface is augmented with a screen display that can capture mouse-clicks as well as textual input by typing or stylus-writing. ...

Keywords: Human-computer spoken language interface, interaction and delegation dialogs

3 Sensing techniques for mobile interaction

Ken Hinckley, Jeff Pierce, Mike Sinclair, Eric Horvitz

November 2000 **Proceedings of the 13th annual ACM symposium on User interface software and technology**

Publisher: ACM Press

Full text available: pdf(389.16 KB) Additional Information: full citation, references, citings, index terms

Keywords: context-awareness, input devices, interaction techniques, mobile devices, mobile interaction, sensing, sensors

4 Foreground and background interaction with sensor-enhanced mobile devices

Ken Hinckley, Jeff Pierce, Eric Horvitz, Mike Sinclair
March 2005 **ACM Transactions on Computer-Human Interaction (TOCHI)**, Volume 12 Issue 1
Publisher: ACM Press
Full text available: pdf(1.09 MB) Additional Information: full citation, abstract, references, index terms

Building on Buxton's foreground/background model, we discuss the importance of explicitly considering both foreground interaction and background interaction, as well as transitions between foreground and background, in the design and implementation of sensing techniques for sensor-enhanced mobile devices. Our view is that the *foreground* concerns deliberate user activity where the user is attending to the device, while the *background* is the realm of inattention or split attention, u ...

Keywords: Human-computer interaction, augmented devices, context awareness, input devices, interaction techniques, sensing

5 BATCES solution #1: an object-oriented design from functional requirements analysis

Ken Shumate
November 1993 **ACM SIGAda Ada Letters**, Volume XIII Issue 6
Publisher: ACM Press
Full text available: pdf(2.18 MB) Additional Information: full citation, abstract, index terms

In mid-1992 the SIGAda Object Oriented Working Group (OOWG) prepared a sample problem for the purpose of comparing various object-oriented methodologies and the resulting object-oriented designs. Solutions to the problem were presented at Tri-Ada '92 in Orlando at a session called "Object-Oriented Methodology Demonstration (OOMD)." This paper was prepared at the request of the OOWG as a follow-up to the presentation. The phrase "Solution #1" in the title is to suggest later alternate approaches ...

6 Music and voice: Tutor design for speech-based interfaces

Jaakko Hakulinen, Markku Turunen, Esa-Pekka Salonen, Kari-Jouko Räihä
August 2004 **Proceedings of the 2004 conference on Designing interactive systems: processes, practices, methods, and techniques**
Publisher: ACM Press
Full text available: pdf(345.35 KB) Additional Information: full citation, abstract, references, index terms

Speech-based applications commonly come with web-based or printed manuals. Alternatively, the dialogue can be designed so that users should be able to start using the application on their own. We studied an alternative approach, an integrated tutor. The tutor participates in the interaction when new users learn to use a speech-based system. It teaches the users how to operate the system and monitors user actions to be certain that the users do indeed learn. In this paper we describe our experien ...

Keywords: guidance, intelligent help systems, software tutoring, speech user interfaces, spoken dialogue systems

7 Bazaars, services, and systems: Experimental platform for mobile information systems

Rudi Belotti, Corsin Decurtins, Moira C. Norrie, Beat Signer, Ljiljana Vukelja
August 2005 **Proceedings of the 11th annual international conference on Mobile computing and networking MobiCom '05**
Publisher: ACM Press
Full text available: pdf(987.54 KB) Additional Information: full citation, abstract, references, index terms

Interaction design is a major issue for mobile information systems in terms of not only the choice of input-output channels and presentation of information, but also the application of context-awareness. To support experimentation with these factors, we have developed a platform that supports the rapid prototyping of multi-channel, multi-modal, context-aware applications. The paper presents the main components of the platform and describes how it was used to develop a tourist information system ...

Keywords: interactive paper, mobile information system, rapid prototyping, tourist guide, voice interface, web publishing

8 What can I say?: evaluating a spoken language interface to Email

Marilyn A. Walker, Jeanne Fromer, Giuseppe Di Fabbrizio, Craig Mestel, Don Hindle
January 1998 **Proceedings of the SIGCHI conference on Human factors in computing systems**
Publisher: ACM Press/Addison-Wesley Publishing Co.
Full text available: pdf(1.15 MB) Additional Information: full citation, references, citings, index terms

Keywords: Email interfaces, initative, spoken language interfaces

9 TalkBack: a conversational answering machine

Vidya Lakshmipathy, Chris Schmandt, Natalia Marmasse
November 2003 **Proceedings of the 16th annual ACM symposium on User interface software and technology**
Publisher: ACM Press
Full text available: pdf(1.57 MB) Additional Information: full citation, abstract, references, index terms

Current asynchronous voice messaging interfaces, like voicemail, fail to take advantage of our conversational skills. TalkBack restores conversational turn-taking to voicemail retrieval by dividing voice messages into smaller sections based on the most significant silent and filled pauses and pausing after each to record a response. The responses are composed into a reply, alternating with snippets of the original message for context. TalkBack is built into a digital picture frame; the recipient ...

Keywords: answering machine, computer mediated communication, conversational interface, voicemail

10 Relief from the audio interface blues: expanding the spectrum of menu, list, and form styles

Paul Resnick, Robert A. Virzi
June 1995 **ACM Transactions on Computer-Human Interaction (TOCHI)**, Volume 2 Issue 2
Publisher: ACM Press
Full text available: pdf(2.13 MB) Additional Information: full citation, abstract, references, citings, index terms, review

Menus, lists, and forms are the workhorse dialogue structures in telephone-based interactive voice response applications. Despite diversity in applications, there is a surprising homogeneity in the menu, list, and form styles commonly employed. There are, however, many alternatives, and no single style fits every prospective application and user population. A design space for each dialogue structure organizes the alternatives and provides a framework for analyzing their benefits and drawbac ...

Keywords: ADSI, PDA, forms, interactive voice response, menus, skip and scan, voice mail

11 An open architecture for next-generation telecommunication services

Gregory W. Bond, Eric Cheung, K. Hal Purdy, Pamela Zave, J. Christopher Ramming
February 2004 **ACM Transactions on Internet Technology (TOIT)**, Volume 4 Issue 1
Publisher: ACM Press

Full text available: pdf(237.24 KB) Additional Information: full citation, abstract, references, citings, index terms

An open (in the sense of extensible and programmable) architecture for IP telecommunications must be based on a comprehensive strategy for managing feature interaction. We describe our experience with BoxOS, an IP telecommunication platform that implements the DFC technology for feature composition. We present solutions to problems, common to all efforts in IP telecommunications, of feature distribution, interoperability, and media management. We also explain how BoxOS addresses many deficiencie ...

Keywords: Component architectures, Intelligent Network architecture, Session Initiation Protocol, electronic mail, feature interaction, instant messaging, multimedia systems, network addressing, network interoperation, network optimization, network protocols, service creation

12 DHTTP: an efficient and cache-friendly transfer protocol for the web

Michael Rabinovich, Hua Wang
December 2004 **IEEE/ACM Transactions on Networking (TON)**, Volume 12 Issue 6
Publisher: IEEE Press

Full text available: pdf(487.71 KB) Additional Information: full citation, abstract, references, index terms

Today's HTTP carries Web interactions over client-initiated TCP connections. An important implication of using this transport method is that interception caches in the network violate the end-to-end principle of the Internet, which severely limits deployment options of these caches. Furthermore, while an increasing number of Web interactions are short, and in fact frequently carry only control information and no data, TCP is often inefficient for short interactions We propose a new transfer prot ...

Keywords: HTTP protocol, interception caching, internet, web performance

13 Software for interactive on-line conferences

Sunil K. Sarin, Irene Greif
January 1984 **ACM SIGOA Newsletter , Proceedings of the 2nd ACM-SIGOA conference on Office information systems**, Volume 5 Issue 1-2
Publisher: ACM Press

Full text available: pdf(1.20 MB) Additional Information: full citation, abstract, references, citings, index terms

A layered architecture for the implementation of real-time conferences is presented. In a

real-time conference a group of users each at his or her own workstation, share identical views of on-line application information. The users cooperate in a problem solving task by interactively modifying or editing the shared view or the underlying information, and can use a voice communication channel for discussion and negotiation. The lower layer in this architecture, named Ensemble, sup ...

14 Short talks: any one: universal design: A unified design for human-machine voice interaction

Stefanie Shriver, Arthur Toth, Xiaojin Zhu, Alex Rudnicky, Roni Rosenfeld
March 2001 **CHI '01 extended abstracts on Human factors in computing systems**
Publisher: ACM Press

Full text available: pdf(196.63 KB) Additional Information: full citation, abstract, references, citings, index terms

We describe a unified design for voice interaction with simple machines; discuss the motivation for and main features of the approach, include a short sample interaction, and report the results of two preliminary experiments.

Keywords: speech, spoken dialog systems, user interface

15 Phoneshell: the telephone as computer terminal

Chris Schmandt
September 1993 **Proceedings of the first ACM international conference on Multimedia**
Publisher: ACM Press

Full text available: pdf(126.39 KB) ps(242.40 KB) Additional Information: full citation, references, citings, index terms

Keywords: auditory user interface, digitized speech, interactive voice response, speech synthesis

16 A structural view of the Cedar programming environment

Daniel C. Swinehart, Polle T. Zellweger, Richard J. Beach, Robert B. Hagmann
August 1986 **ACM Transactions on Programming Languages and Systems (TOPLAS)**, Volume 8 Issue 4
Publisher: ACM Press

Full text available: pdf(6.32 MB) Additional Information: full citation, abstract, references, citings, index terms

This paper presents an overview of the Cedar programming environment, focusing on its overall structure—that is, the major components of Cedar and the way they are organized. Cedar supports the development of programs written in a single programming language, also called Cedar. Its primary purpose is to increase the productivity of programmers whose activities include experimental programming and the development of prototype software systems for a high-performance personal computer. T ...

17 Speech, Audio, Gesture: A comparative study of speech in the call center: natural language call routing vs. touch-tone menus

Bernhard Suhm, Josh Bers, Dan McCarthy, Barbara Freeman, David Getty, Katherine Godfrey, Pat Peterson
April 2002 **Proceedings of the SIGCHI conference on Human factors in computing systems: Changing our world, changing ourselves**
Publisher: ACM Press

Full text available: pdf(428.09 KB) Additional Information: full citation, abstract, references, index terms

This paper presents a field study that compares natural language call routing with standard touch-tone menus. *Call routing* is the task of getting callers to the right place in the call center, which could be the appropriate live agent or automated service. *Natural language* call routing lets callers describe the reason for their call in their own words, instead of presenting them with a list of menu options to select from using the telephone touch-tone keypad. The field study was co ...

Keywords: call center, call routing, interactive voice response systems (IVRs), natural language, speech user interfaces, touch-tone, usability

18 Immersive VR decision training: telling interactive stories featuring advanced virtual human simulation technologies

Michal Ponder, Bruno Herbelin, Tom Molet, Sebastien Schertenlieb, Branislav Ulicny, George Papagiannakis, Nadia Magnenat-Thalmann, Daniel Thalmann

May 2003 **Proceedings of the workshop on Virtual environments 2003 EGVE '03**

Publisher: ACM Press

Full text available: pdf(3.82 MB) Additional Information: full citation, abstract, references, citings, index terms

Based on the premise of a synergy between the interactive storytelling and VR training simulation this paper treats the main issues involved in practical realization of an immersive VR decision training system supporting possibly broad spectrum of scenarios featuring interactive virtual humans. The paper describes a concrete concept of such a system and its practical realization example.

Keywords: decision training, immersive VR, interactive storytelling, virtual human simulation

19 Rapid prototyping and system development: examination of an interface toolkit for voice and telephony applications

J. T. Richards, S. J. Boies, J. D. Gould

April 1986 **ACM SIGCHI Bulletin , Proceedings of the SIGCHI conference on Human factors in computing systems CHI '86**, Volume 17 Issue 4

Publisher: ACM Press

Full text available: pdf(537.28 KB) Additional Information: full citation, abstract, references, citings, index terms

This paper discusses a set of tools supporting the rapid development of voice and telephony applications. The tools allow interfaces to be rapidly prototyped, tested and installed without impacting the underlying system. Used directly by behavioral specialists, they have played a key role in the building of two production systems. We review several essential features of this facility and then outline its role in the rapid development of a voice messaging system for the athletes and official ...

20 Improving the browsing experience: A framework for coordinated multi-modal browsing with multiple clients

Alistair Coles, Eric Deliot, Tom Melamed, Kevin Lansard

May 2003 **Proceedings of the 12th international conference on World Wide Web**

Publisher: ACM Press

Full text available: pdf(111.38 KB) Additional Information: full citation, abstract, references, citings, index terms

As users acquire or gain access to an increasingly diverse range of web access clients,

web applications are adapting their user interfaces to support multiple modalities on multiple client types. User experiences can be enhanced by clients with differing capabilities combining to provide a distributed user interface to applications. Indeed, users will be frustrated if their interaction with applications is limited to one client at a time.This paper discusses the requirements for coordinating we ...

Keywords: multi-modal browsing, web proxy

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